

- 
- **Montgomery County Task Force Meeting**
  - **October 25, 2011**      **Kaiser Permanente**  
**The Future of Healthcare is Now Open**

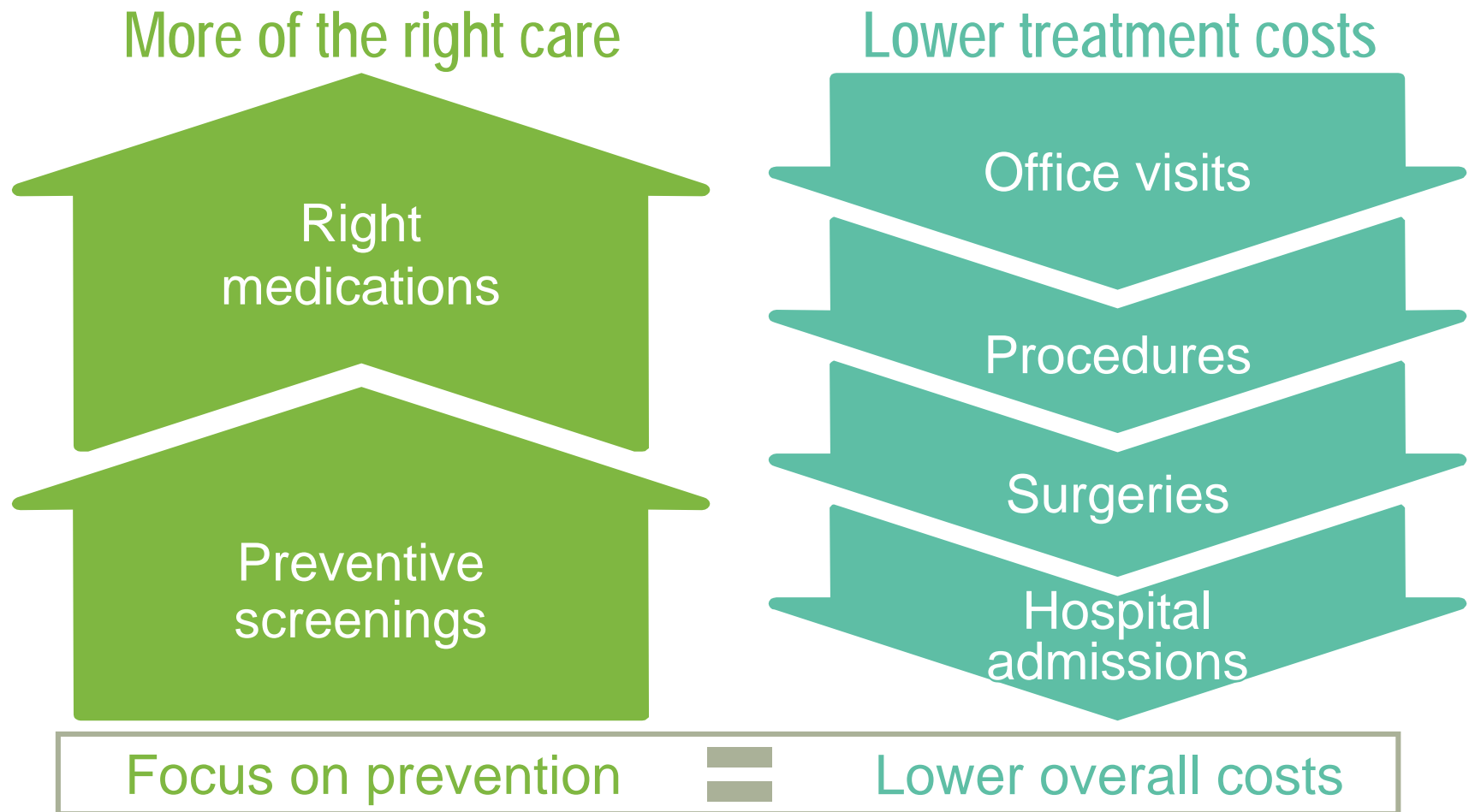
# Requested Items to Cover

1. How does Kaiser as a staff-model HMO integrate **wellness and disease management** into it's delivery of health care?
2. What types of wellness/disease management/cost containment strategies does Kaiser Permanente have **for its own employees** and are these efforts available to others receiving medical coverage through Kaiser?
3. Does Kaiser have capacity locally to **serve a substantial number of new clients** if the county increased the use of Kaiser?
4. Does Kaiser have **partnerships with unions**? How has that worked? Is Kaiser a union environment?
5. How does Kaiser **set its rates** for county / large agency contracts (prices are slightly different for each of the agencies – why)?

# Requested Items to Cover

- **Wellness and disease management in delivery of care**
- **Programs for Kaiser Permanente employees**
- Capacity to serve new clients
- Union partnerships
- Rate setting

# Superior value of integration



Source: Data from MarketScan, a service of Thomson/Reuters. As of February 2011.

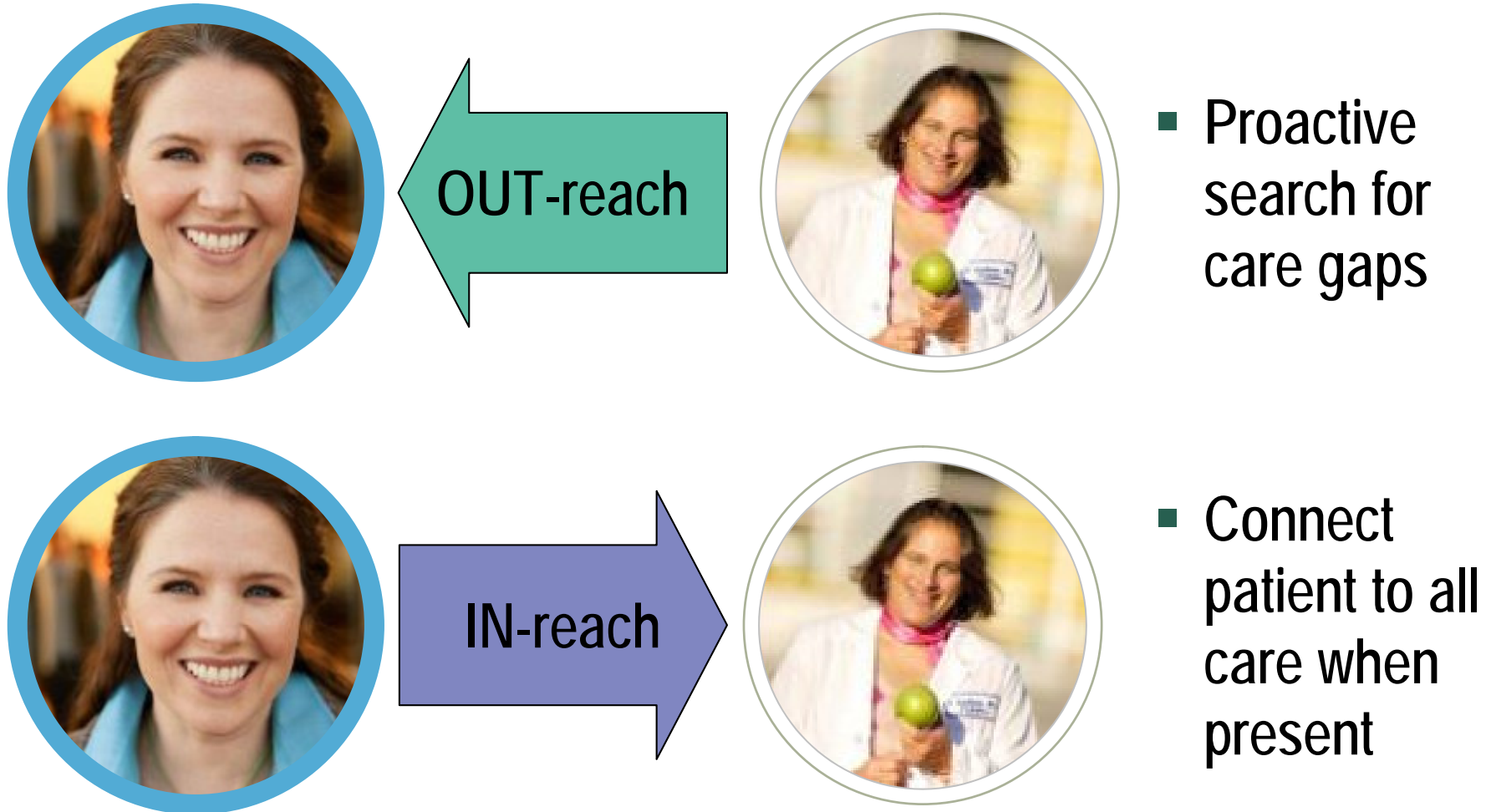
# The typical care experience



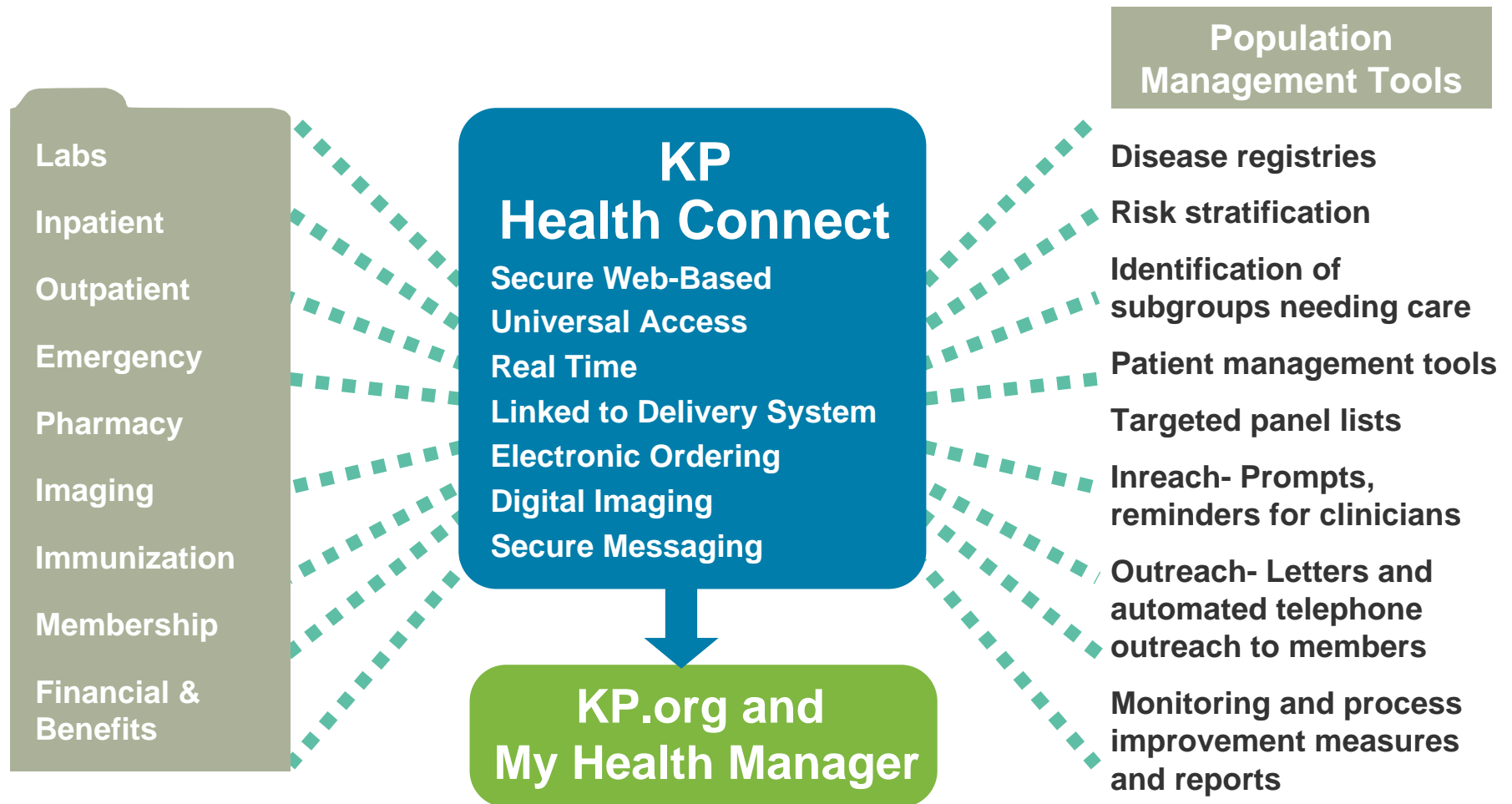
# Member-centered engagement



# Making wellness and disease management a reality



# Our system in action



# Systems built to drive outreach

Performance Reporting								
REGION MA AREA NOVA PHYSICIAN NGUYEN, LO-AN T (M.D.)			MOB RESTON DEPARTMENT Internal Medicine					
	Q4-09	Q1-10	Q2-10	CURRENT	Regional Rank	Local Rank	Target	Total pts not at target
<b>Asthma: Use of Appropriate Medications</b>	100%	100%	100%	100.0%	36 of 289	5 of 14	96%	-
Current # of eligible asthma patients : 8								
<b>Dept Avg</b>	90.1%	90.4%	91.8%	91.4%				
<b>Cardiovascular Conditions: Lipid Control</b>	80.6%	85.2%	93.1%	93.0%	1 of 228	1 of 10	68%	<b>4</b>
Current # of eligible CAD(CVD) patients : 57								
<b>Dept Avg</b>	59.9%	62.2%	65.7%	66.5%				
<b>Diabetes: Lipid Control</b>	81.7%	85.1%	87.7%	85.9%	2 of 231	2 of 11	68%	<b>18</b>
Current # of eligible diabetes patients : 128								
<b>Dept Avg</b>	58.9%	59.7%	63.1%	62.6%				

- We keep track of patient care gaps by every physician
- Our systems can sort, filter, slice, and dice to find gaps
- Our systems can export a list into Excel and we call/write

# Systems built to drive outreach

POINT: Panel Management - Microsoft Internet Explorer

**Panel Management** Select Provider | Back | POINT Panel Views Populations Search Reports

Personalized For **ELIAS BRUCE AWAD** Tuesday, August 10, 2010

Provider View | All Opportunities View | High CAD Risk | ER visit in 7 days | No PCP visit in 12 mos | Monthly Birthday | Upcoming Visit in 2 weeks

Provider View Location Directory Live Help Help Export Batch Print

View Records: 1-50/1486 Region: MA | Area: NOVA-MA | Facility: F-MA | Department: FP FC | SubDept: FAMILY PRAC FALLS CH | PCP: AWAD, ELIAS B (M.D.) (HOME LOCATION)

Print CMSS Print Reviewed/Re-Review

	Action	MRN	Patient Name	Age	Gender	Gap Score	CDCF	Breast Cancer Screening Overdue	Breast Cancer Screening Coming Due	Breast Cancer Override Flag	Breast Cancer Override Date	Cervical Cancer Screening Overdue	Cervical Cancer Screening Coming Due	Cervical Cancer Override Flag	Cervical Cancer Override Date	Colorectal Screening Due	Colorectal Cancer Override Flag	Colorectal Cancer Override Date	Pneumovax Due	Diabetes	CAD	CVD	HF	HTN	CKD	Asthma	Missing Lab
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">85106</a>		62	M	1	Y													MOD	LOW	MOD		CTL			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">83106</a>		43	M	0	Y																CTL				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">88128</a>		42	F	1	Y	Y	Y														NoBP				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">23109</a>		22	F	0							Y														
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">29108</a>		53	F	0	Y									Y	1/19/2010		MOD		LOW						
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">47108</a>		70	M	0	Y												MOD	MOD	MOD		CTL				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">02145</a>		64	F	2	Y												Y		MOD	MOD	MILD	CTL			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">01145</a>		66	M	0	Y													MOD	HIGH	HIGH	HIGH	CTL			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">29105</a>		63	M	0	Y																				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">79104</a>		63	F	0																					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">38116</a>		62	M	0	Y																CTL				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">87130</a>		9	F	0																					
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">36120</a>		19	F	0																					

- Physicians can dive from global reports into their own patients
- Sort, filter, query as needed to find the ones in need of care

# Systems built to drive in-reach

**Hyperspace - FAMILY PRAC FALLS CH - STST - SZADB17 STSTMA2**

**Epic** Home Sch Inbskt Chart Enc Tel Enc Refill Enc Msg Enc Pt Sec Msg Pt Rmdr eConsult Support Patient Lists Open Ord Print Secure Log Out

**Kaiser, Patient** MRN Age Sex Mult PCP PCP Loc Allergies Alert Spec Feat kp.org

**Kaiser, Patient** 74 Yr F Awad, Elias B (M.d.) Falls Church Mevacor, Dilaudid, Morphine Sul \* HM MCDE\* Active

**SnapShot** SnapShot PRB/HM MEDS APPT HX VIT/LABS IMM Report: SnapShot

**Demographics**  
Patient Kaiser  
74 year old female

**Problem List** Chronic

- CORONARY ARTERY DISEASE
- AORTIC VALVE STENOSIS
- ALOPECIA AREATA
- HX OF MELANOMA OF SKIN
- RHEUMATOID ARTHRITIS
- HX OF CORONARY ARTERY BYPASS GRAFT
- SCREENING FOR CA, COLON
- DM, WO RETINOPATHY
- CATARACT, INCIPIENT
- GLAUCOMA, NARROW ANGLE, BORDERLINE
- HX OF REPLACEMENT OF AORTIC VALVE
- STROKE
- OBSTRUCTIVE SLEEP APNEA
- OSTEOPOROSIS
- PSORIATIC ARTHRITIS
- RENAL MASS
- PERIPHERAL VASCULAR DISEASE
- HYPERCHOLESTEROLEMIA

**Health Maintenance**

- FLU SHOT, MAS

**Allergies**

- MEVACOR (LOVASTATIN) Muscle Ache
- DILAUDID (HYDROMORPHONE HYDROCHLORIDE) Itching
- MORPHINE SULFATE Itching

**Medications** Long-Term

- Simvastatin 80 mg Oral Tab
- metFORMIN 850 mg Oral Tab
- Lisinopril 5 mg Oral Tab
- Clopidogrel (PLAVIX) 75 mg Oral Tab
- Alendronate 70 mg Oral Tab
- Amoxicillin 500 mg Oral Cap
- Cyanocobalamin 1,000 mcg/mL Inj Soln
- Triamcinolone Acetonide (KENALOG) 40 mg/mL Inj Susp
- Blood Sugar Test (ONE TOUCH ULTRA TEST) InVt Strips
- Leflunomide 10 mg Oral Tab
- Mometasone 0.1 % Top Oint
- Zoster Live, PF, Vaccine (ZOSTAVAX) 19,400 unit SubQ Recon Soln
- ALPRAZOLAM 0.25 mg Oral Tab

**Alerts**

- FLU SHOT, MAS

**Reports**

- Report Show All Edit

**More Activities**

ELIAS B A CALL CEN

**Alerts tell every doctor (primary care or specialist) what the patient needs**

**Reports measure performance to ensure doctors address the warning**

# Systems built to drive in-reach

The screenshot displays the Kaiser Permanente eConsult Mid Atlantic interface. At the top, a navigation bar includes links for Home, Sch, Inbskt, Chart, Enc, Tel Enc, Refill Enc, Msg Enc, Pt Sec Msg, Pt Rmdr, eConsult, Support, Patient Lists, Open Ord, Print, Secure, and Log Out. Below this, a patient header for 'Peoples, Steward' shows MRN 12158156, Age 42 Yr, Sex M, PCP Unspecified-mas (R.\*), PCP Loc North Capitol, Allergies Not on File, Alert N, Spec Feat Inactive, and kp.org. The main content area is titled 'eConsult' and features a 'KAISER PERMANENTE eConsult Mid Atlantic' header. A welcome message for Ingrid C Soderlund, M.D. states 'You have 1 referrals that need review'. Below this, a 'Request' tab is active, showing a form with 'To Specialty: Neurology', 'To Facility: Springfield', and 'Problem/Reason: Select'. A 'Find Problem' link is visible. A yellow box displays patient details: MRN: 12158156, Patient Name: Steward Peoples, Gender: Male, Age: 42y 3m, Work Phone: (301) 858-5858, and Home Phone: (202) 454-5454. The 'Specialty Home Page' for Neurology is shown, including 'Clinic Hours: M-F 8:30-5:00 Lunch Time-12:30-1:30 Last appointment 4:00 PM', 'Location: 6501 Loisdale Court Springfield, Va. 22150', 'Department Telephone (FOR INTERNAL USE ONLY): 703-922-1183', and 'Lead: Marta Archutowska, MD'.

- Booking appointments to address care gaps is as easy as a few clicks – all of which can be done while the doctor is with the patient

# Systems built to drive in-reach

## Kaiser Permanente Appointment Confirmation

Patient Name: **Kaiser Member**  
MRN:  
Appointment Type: **Ec Co Endo**  
Appointment Date: **Oct 19, 2010**  
Appointment Day: **Tuesday, 2:10 PM (ET)**  
Coverage : **MAS KP-MID ATLANTIC/DCH SG \$20/\$30 (9427) 0109**  
Coverage Copay: **\$30.00**  
Provider: **T LEE M.D.**  
Facility: **Falls Church**  
Department: **ENDOCRIN FALLS CH**  
Location:  
Cancellation Number: **(800) 777-7904 (24 Hours A Day, 7 Days A Week)**  
Rebook Number: **(800) 777-7904 (Mon-Fri, 7 AM to 8 PM)**  
-----  
Appointment Messages:  
-----  
Patient Handouts: [JAMA Patient Page: Managing type 2 diabetes](#)  
[American Academy of Family Physicians-- Diabetes: New Treatments](#)  
[MEDLINEplus: Diabetes](#)  
[KP Community Wellness Library Clinical Videotapes](#)  
[JAMA Patient Page: Neuropathy](#)

- The patient leaves with a confirmed appointment
- Many times it is same day at the same building

# Systems built to drive in-reach

**Hyperspace - FAMILY PRAC FALLS CH - STST - SZADDB17 STSTMA2**

**Kaiser, Patient** MRN: 75 Yr F Awad, Elias B (M.d.) PCP Loc: Falls Church Allergies: Mevacor, Dilaudid, Morphine Sul \* Alert: HM Spec Feat: MCDE\* kp.org: Active

4/27/2010 visit with ELIAS B AWAD MD for PCP - f/u CAD & DM

**BestPractice**

**H2 BLOCKERS- PPI ALTERNATIVES WITH PLAVIX**

*From BestPractice:* There have been published reports indicating that clopidogrel (Plavix) may be less effective in patients that are taking PPIs, such as omeprazole. Providers should be aware of this potential drug interaction and consider alternatives such as H2 Blockers (famotidine, ranitidine) for their patients who will be taking clopidogrel. Patients with Barrett's esophagus or active PUD should remain on PPI treatment as potential benefits outweigh risks of this drug interaction. Click ACCEPT to see smart set of alternative medication choices. Discontinue any potential interacting med from the patients MEDICATIONS activity.

**H2 BLOCKERS**

- ☒ Famotidine 40 mg Oral Tab  
TAKE 1 TAB PO QD • Oral • Disp-30, R-5 • starting 9/2/2010
- ☐ Ranitidine 150 mg ( ZANTAC ) 1 BID #60 RF=5  
TAKE 1 TAB PO BID, Disp-60, R-5
- ☐ Ranitidine 300 mg ( ZANTAC ) 1 QD #30 RF=5  
TAKE 1 TAB PO QD, Disp-30, R-5
- ☐ Ranitidine 300 mg Tab ( ZANTAC ) 1 BID #60 RF=5  
TAKE 1 TAB PO BID, Disp-60, R-5

**Ad-hoc Orders**

**Best practice alerts and one click to *FILL NOW***

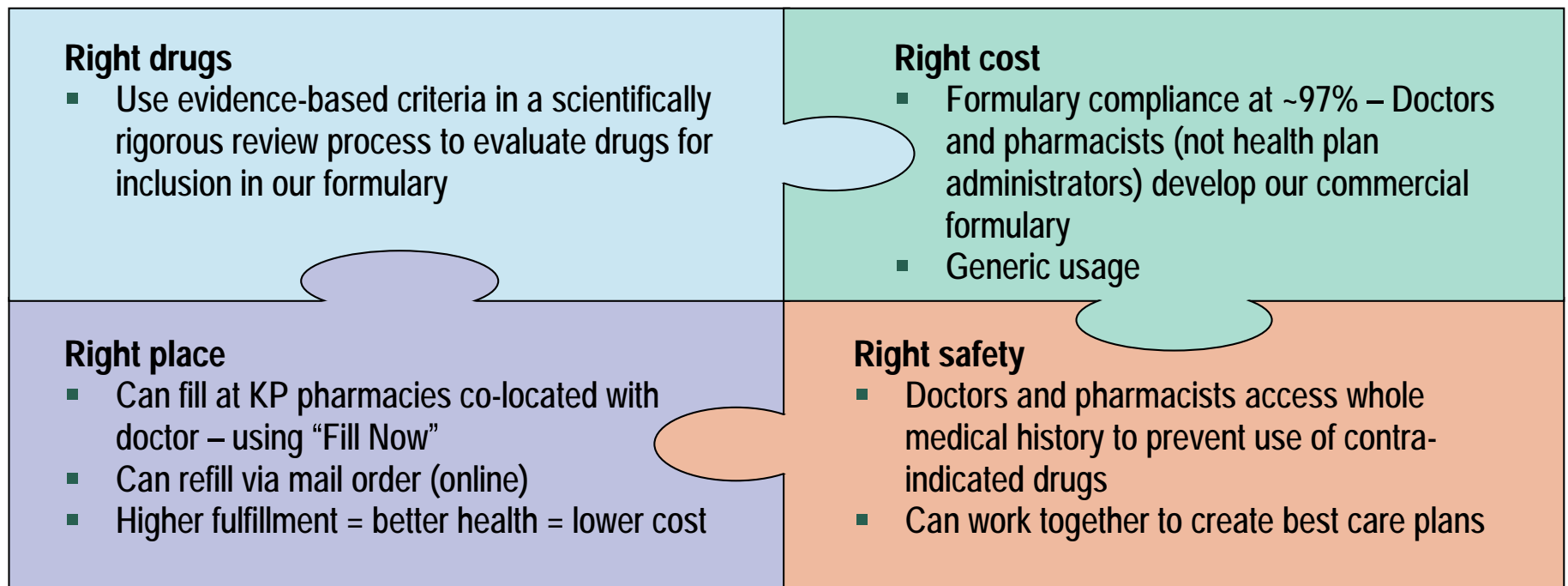
**When prescriptions are needed, they can be filled by the click of a button – and picked up nearly on the spot**

- 85% are “fill now” and 85% are ready within 15 minutes in the pharmacy that is in the same building

**That makes closing a care gap easy when Rx is required**

# Pharmacy deep dive: Better pharmacy management mitigates costs & improves quality

- At Kaiser Permanente, we **own and operate** facility and mail-order pharmacy services
- Our physicians and pharmacists **work together** in our integrated system
- We use **comprehensive strategies** to maintain a clinically effective, cost-efficient program
- We provide employers with **competitive pharmacy benefit rates**



# Systems built for patient engagement

## My health manager

Access your health and health plan information in one safe, convenient place. Click to find out which features are available to you.



### **My doctor**

E-mail your doctor, get information about our health practitioners, select your personal physician, and choose to act for a family member.



### **My medical record**

See test results, immunizations, choose to act for a family member, and more.



### **Pharmacy center**

Order prescription refills online or check the status of a prescription refill for yourself or another member. Review our formulary (list of covered drugs) too.



### **Appointment center**

Secure e-mail

Test results

Book appointments

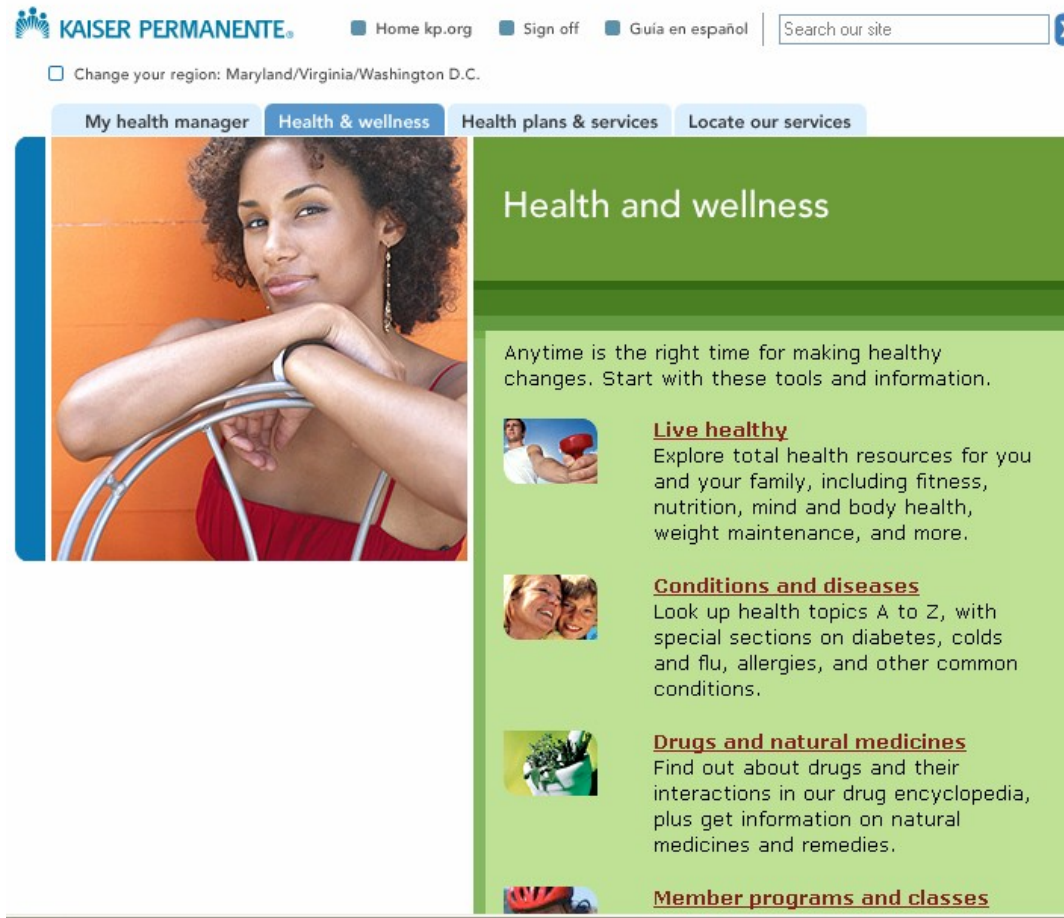
Online refills

Print records

Care reminders

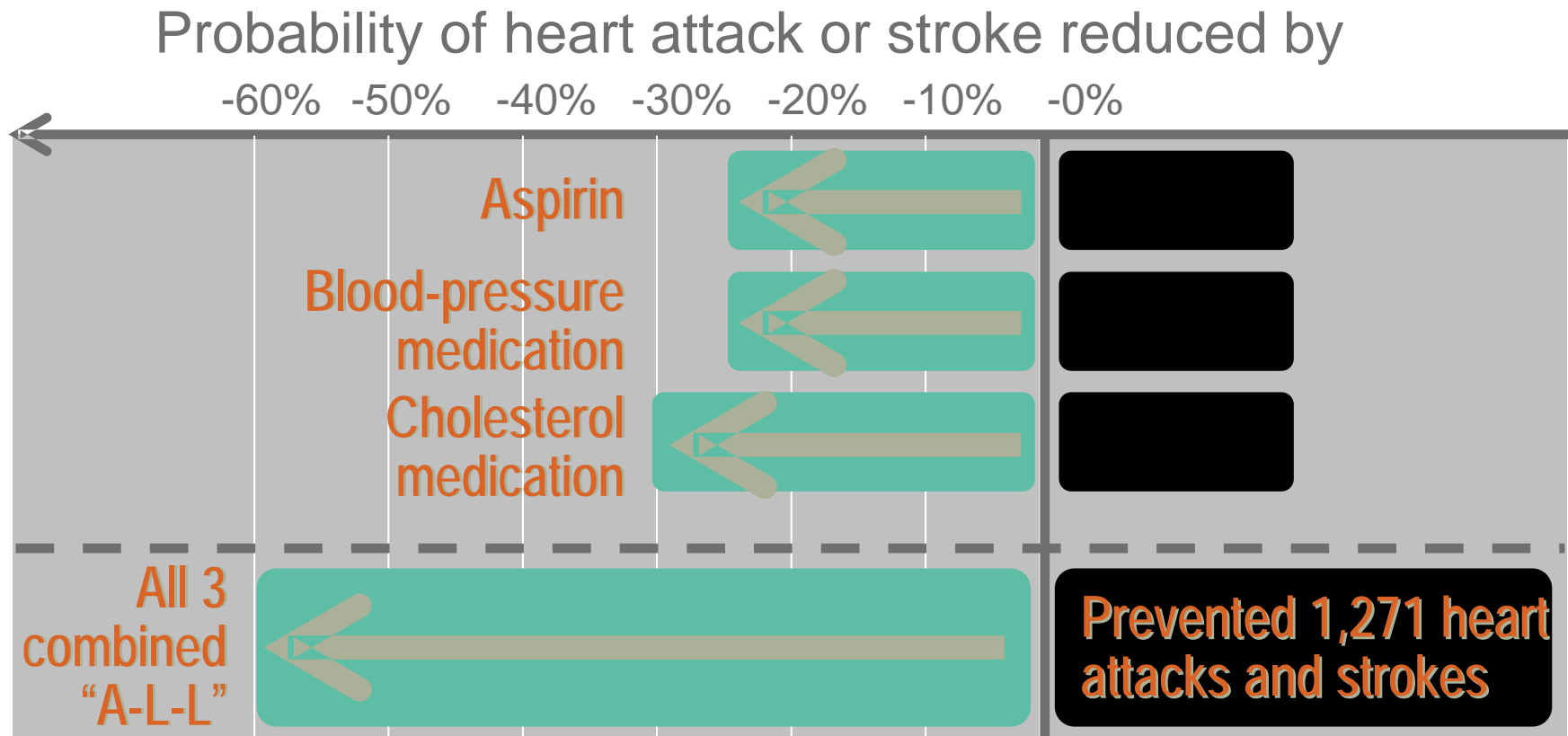
The most  
powerful online  
tools in the  
industry...  
***all for free***

# Not just engagement, but wellness tools too



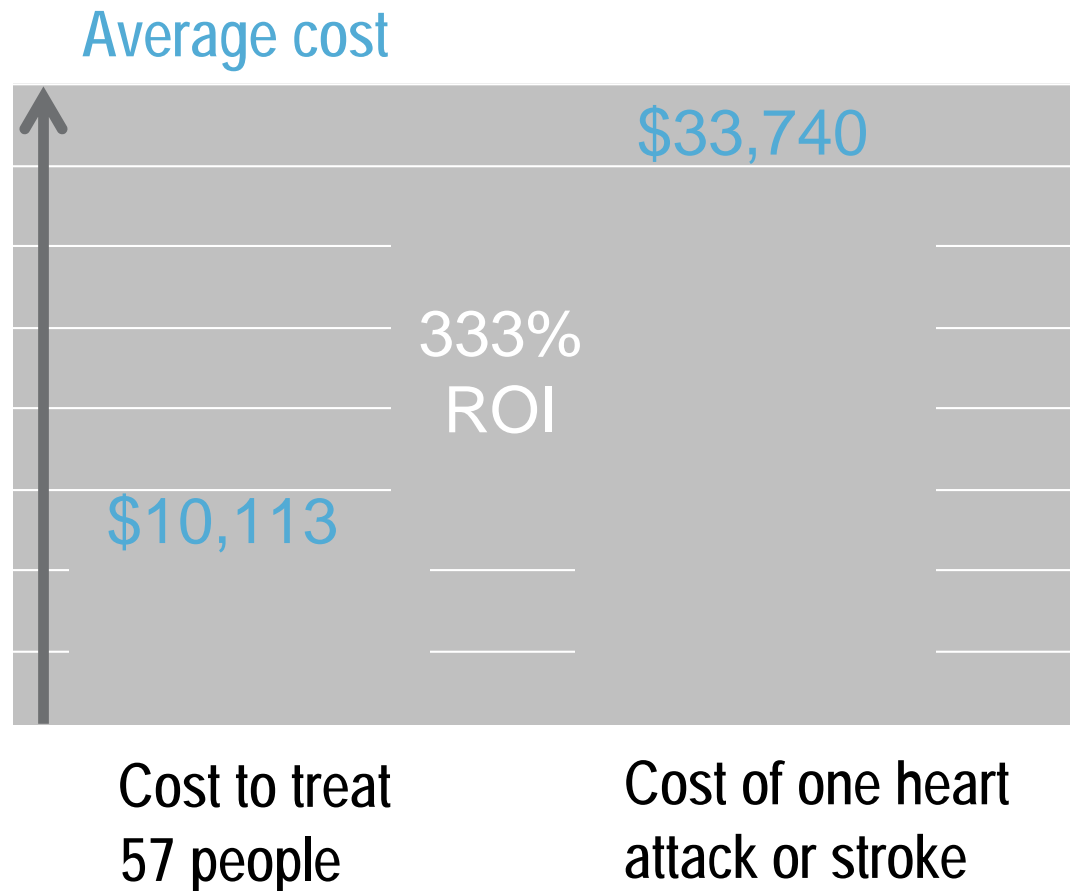
- Online classes & education
- Link to member programs (Health Ed classes and more)

# “So What?” – institutionalizing best practices to achieve best health and best cost



Source: James Dudl, MD, et al., “Preventing Myocardial Infarction and Stroke with a Simplified Bundle of Cardioprotective Medications,” *American Journal of Managed Care*, October 2009.

# “So What?” – institutionalizing best practices to achieve best health and best cost



30,000 employees  
10% on “A-L-L”  
45 fewer heart attacks  
1,800 days saved

Your  
productivity  
savings

Source: Kaiser Permanente data. The numbers on this slide were derived from internal Kaiser Permanente study of A-L-L, including Care Management Institute (CMI) analysis of unpublished data, the CMI business plan, and Department of Social Services data.

# “So What?” – More cost-efficient than competitor plans four years running

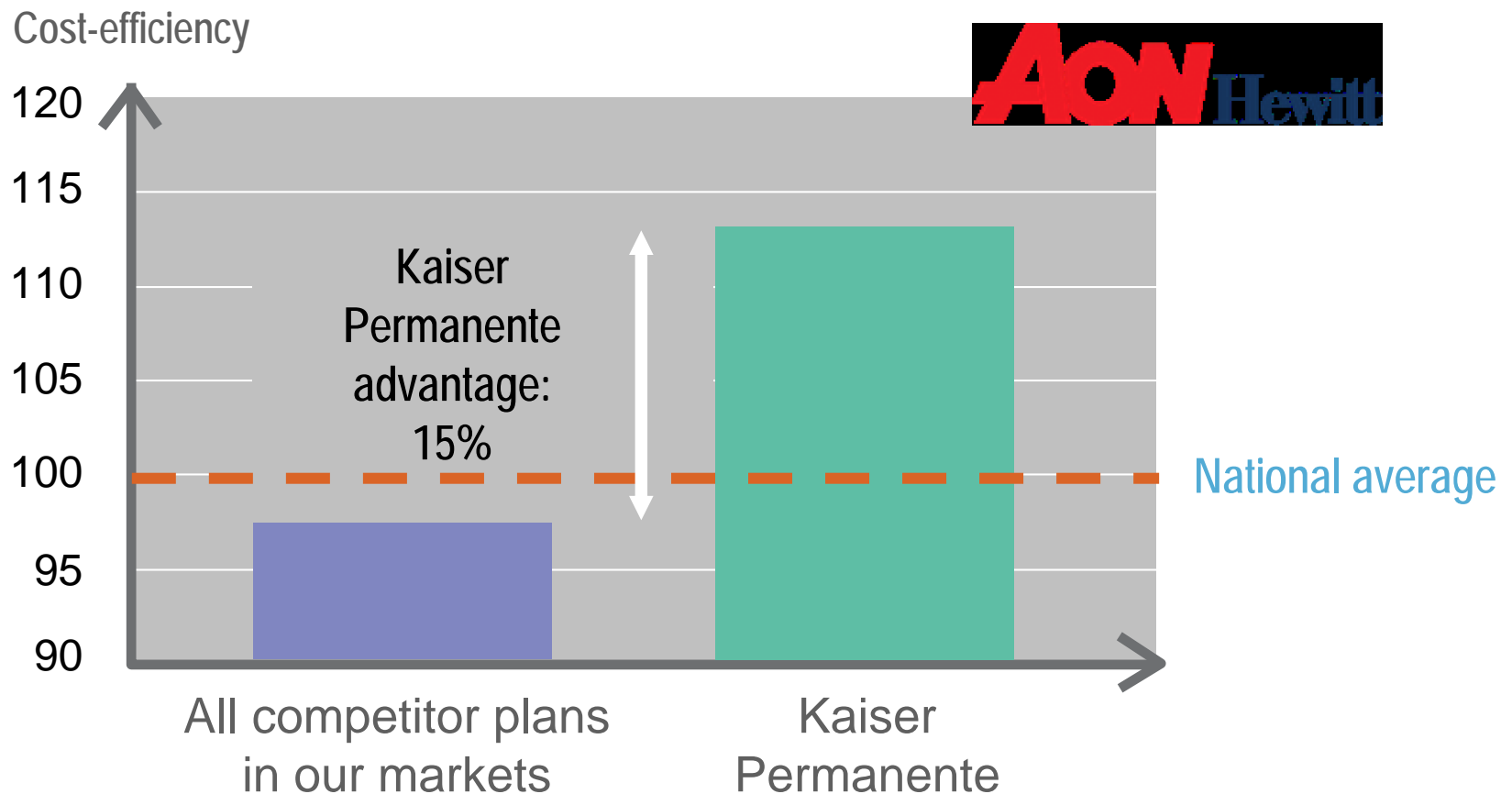
## Better health for members who email

Patients with diabetes HEDIS® measure	Healthier outcomes (percentage points)	
Blood sugar control		
HbA1c screening	↑	6.9
HbA1c less than 9%	↑	11.1
Cholesterol		
LDL-C screening	↑	7.2
LDL-C less than 100 mg/dl	↑	10.5
Blood pressure		
BP less than 140/90	↑	6.6

Source: Yi Yvonne Zhou et al., “Improved Quality at Kaiser Permanente Through E-mail Between Physicians and Patients,” *Health Affairs*, July 2010, pp. 1,370–1,375.

- Kaiser Permanente recently studied more than 35,000 members with diabetes, hypertension, or both for two months—comparing the health status of those who used email against those who did not.
- The group who communicated with their doctors via email had higher screening rates and better health outcomes in blood sugar, cholesterol, and blood pressure control.

# “So What?” – More cost-efficient than competitor plans four years running



Note: Aon Hewitt analyzes plan data after adjusting for demographics of the covered population, plan design, and geographic cost differences to establish an equitable, apples-to-apples comparison.

# Hewitt Health Value Initiative™ Described

- The Hewitt Health Value Initiative™ Financial Index is a measure of **health plan financial efficiency**.
  - A Financial Index Score *greater* than 100% indicates a plan that is *more cost efficient* than average
  - A Financial Index Score *less than* 100% indicates a plan that is *less cost efficient* than average
- Kaiser Permanente ranked **first** in *cost efficiency, clinical quality and overall plan performance* in the Mid-Atlantic States (MAS) market.
  - Kaiser Permanente MAS delivers **18% greater financial efficiency** compared to the average of our competitors
  - Kaiser Permanente's Plan Performance Index is the **highest in the Mid-Atlantic market**. It is **12%** above the HMO market average, and **51%** better than the all-plan average
  - For the Mid-Atlantic States region, Kaiser Permanente's **Clinical Quality Score is the highest in the market**. It is **14%** above the HMO market average, and **125%** better than the all-plan average.

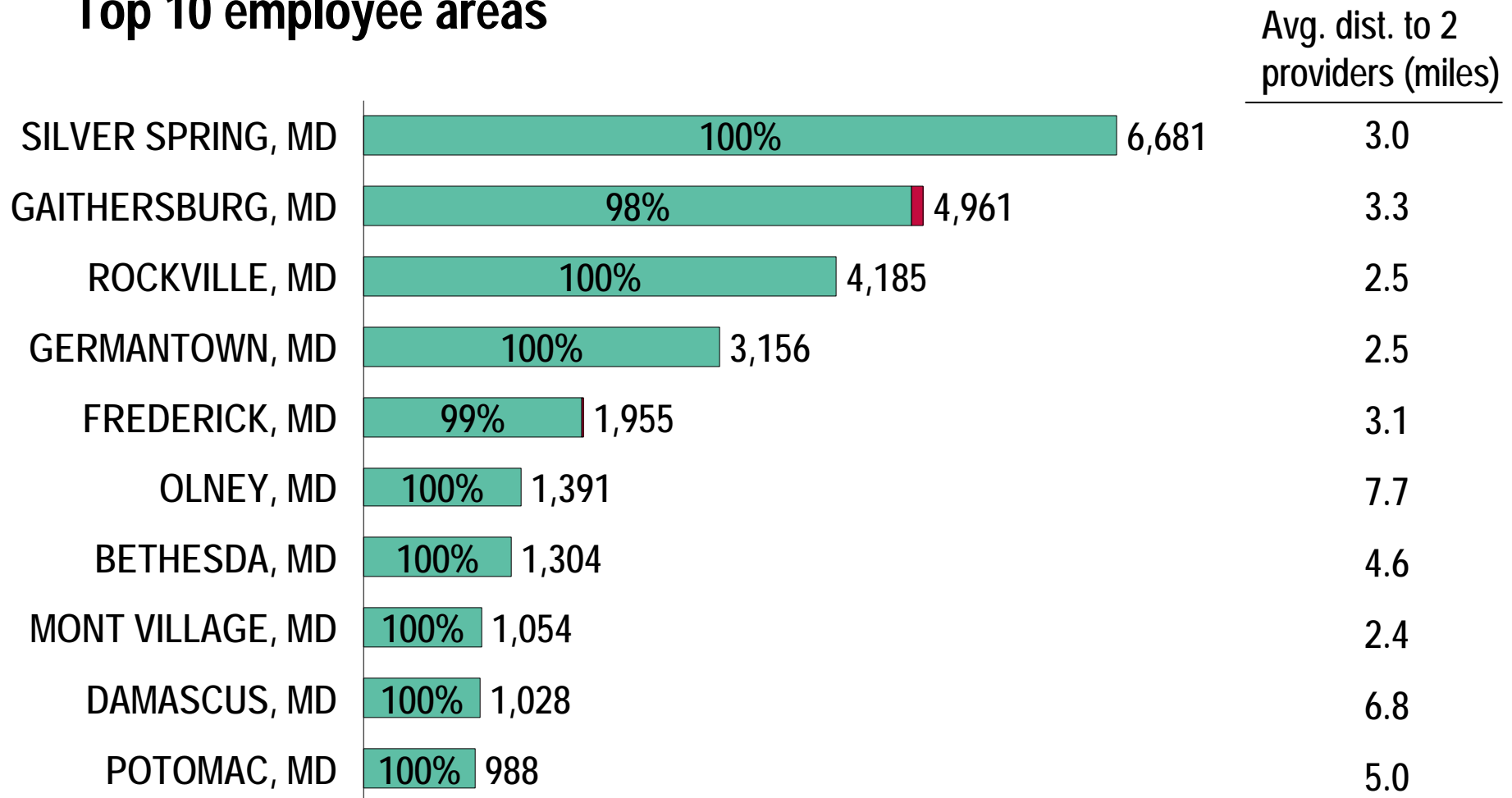
# Requested Items to Cover

- Wellness and disease management in delivery of care
- Programs for Kaiser Permanente employees
- **Capacity to serve new clients**
- Union partnerships
- Rate setting

■ Percent within access standard  
 ■ Percent outside access standard

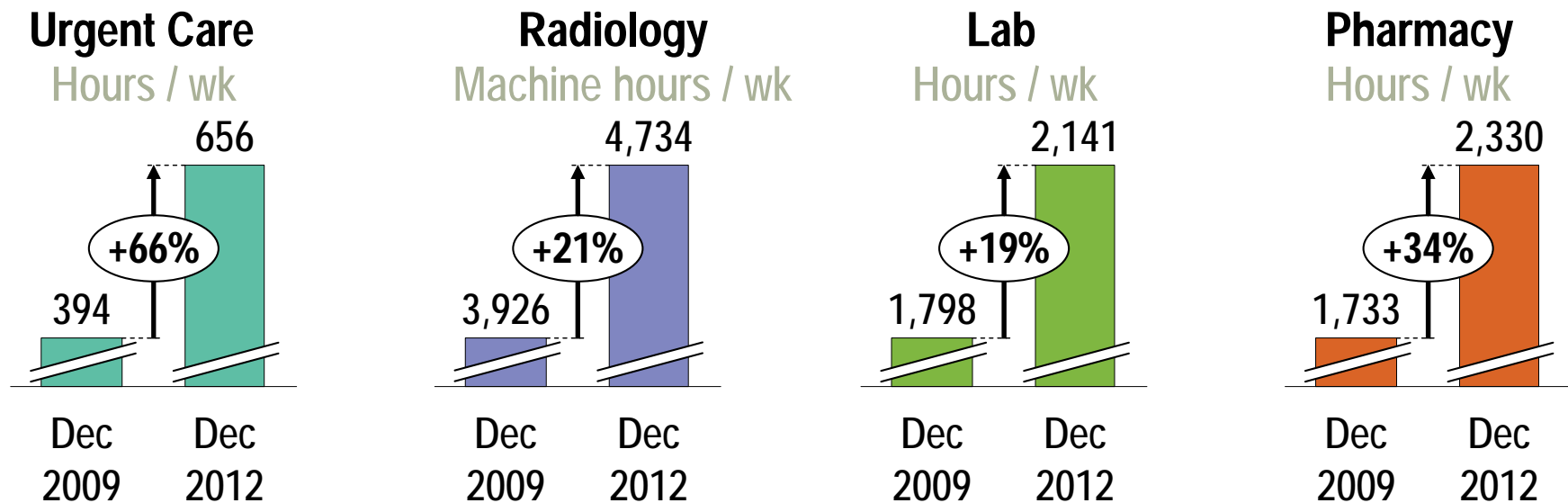
# Geographic assessment – key areas

## Top 10 employee areas



Bases on census from RFP

# Expanding services



- Almost 300 board-eligible/board-certified physicians have joined us since the beginning of 2009
  - We have over a dozen specialists in 19 different specialties

# Planned growth – 5 full service centers



**Gaithersburg Medical Center**  
655 Watkins Mill Rd  
Opening Spring, 2012



**Tyson's Corner Medical Center**  
8008 Westpark Dr  
Opening Summer, 2012



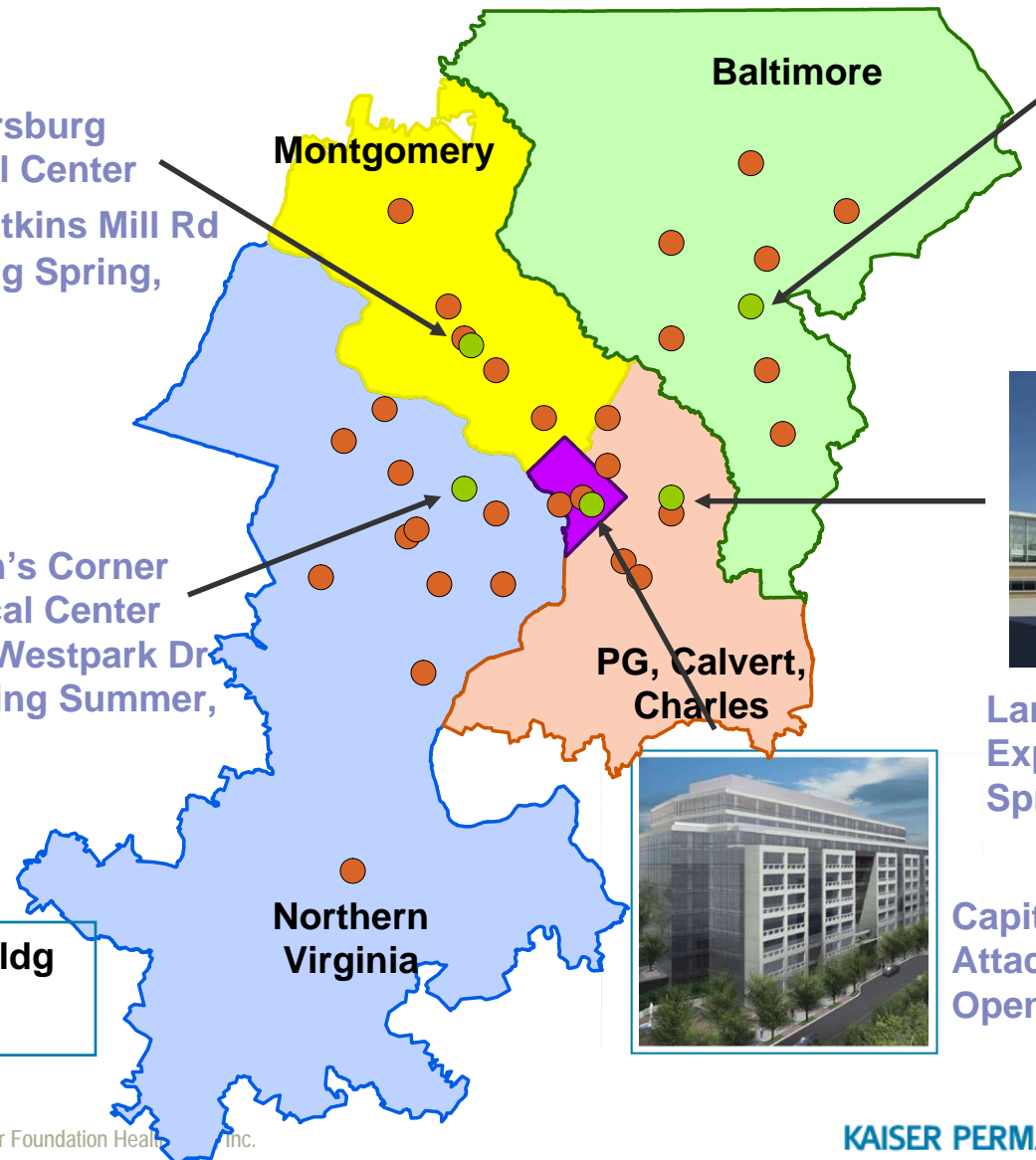
**Southern Baltimore Medical Center**  
Opening 2013



**Largo Medical Center Expansion** Completed Spring, 2013



**Capitol Hill Medical Center**  
Attached to Union Station  
Opened January 24, 2011



# Gaithersburg: A huge array of services

- Comprehensive Primary and Specialty Care Services
- 72 Provider Offices (23 Primary Care and 49 Specialty Care)
- Clinical Decision Unit/Urgent Care (24 x 7 x 365)
- Ambulatory Surgery Center
- Comprehensive Imaging services (except for PET CT)
- Laboratory (including blood transfusion) and Pharmacy
- HIMS, Member Services, Health Education and Administrative Support

## First Floor

- Cafe
- Clinical Technology
- EVS
- Facilities Services
- Health Education
- HIMS
- Imaging Services
- Laboratory/ Blood Transfusion/ Lab Service
- Member Services
- Pharmacy

## Second floor

- Cardiology
- CDU/Urgent Care
- Orthopedic Surgery
- Nuclear Medicine
- Podiatry
- Pulmonary

## Third Floor

- Allergy
- Blood Transfusion
- Dermatology
- Endocrinology
- Hematology
- Infectious Disease
- Infusion Center
- Infusion Pharmacy
- Nephrology
- Neurology
- Oncology
- Pain Management
- Physical Medicine
- Rheumatology
- Sleep Medicine

## Fourth Floor

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Ophthalmology
- Optical Center
- Optometry

## Fifth Floor

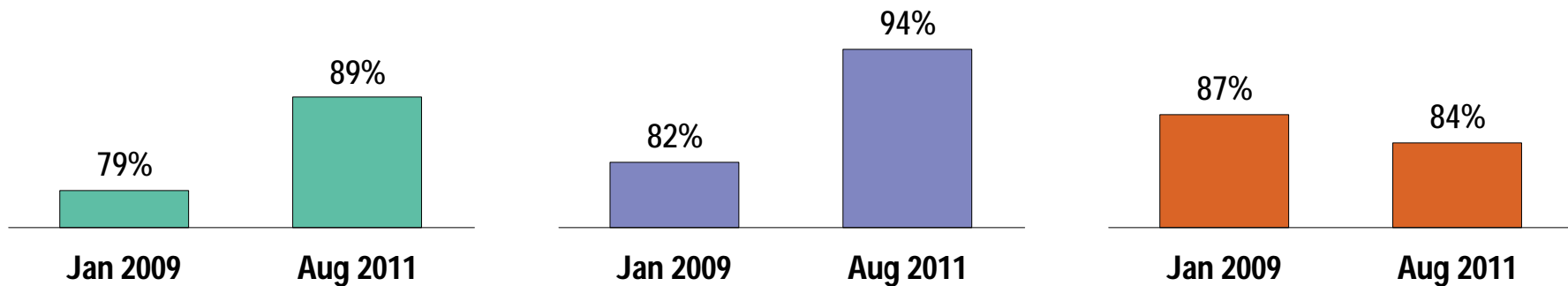
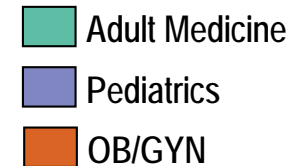
- Administration
- Adult Medicine
- Adolescent Medicine
- Conference Rooms
- OB/GYN
- Pediatrics
- Security
- Staff Lounge

## Sixth Floor

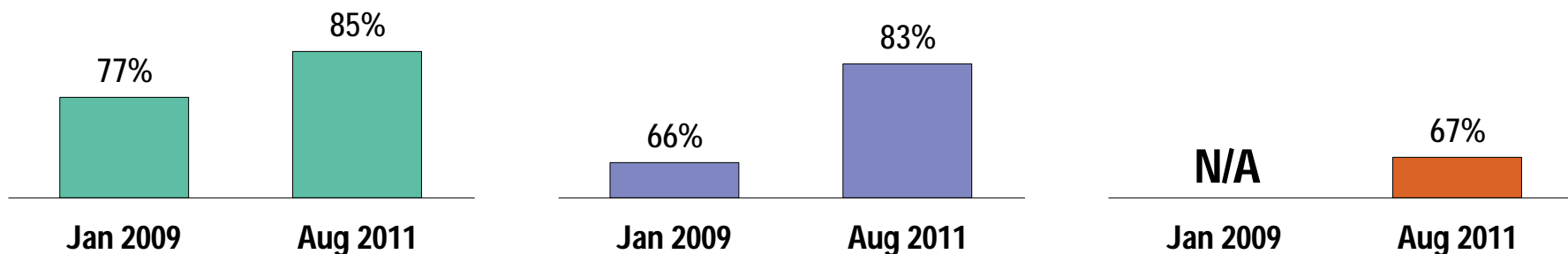
- Ambulatory Surgery
- Audiology
- ENT
- General Surgery
- Plastic Surgery
- Presurgical Testing
- Urology
- Vascular Surgery
- Sterile Processing

# Access to care – primary care

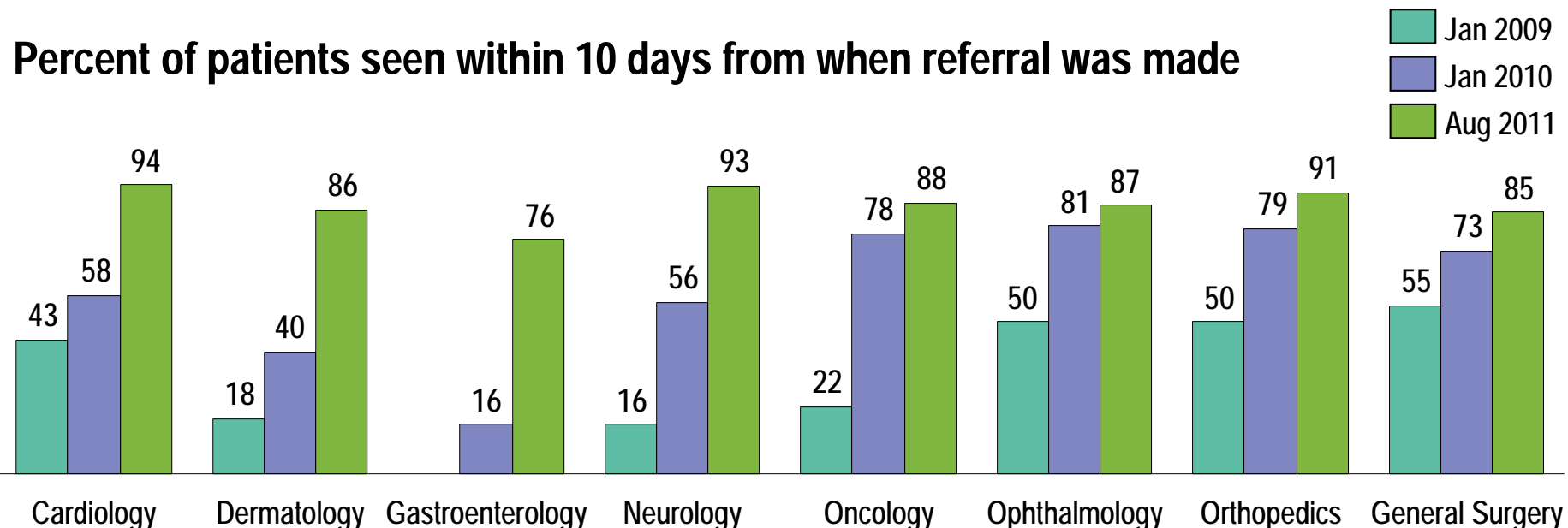
Get appointment on first call (includes urgent and routine)



See your own doctor (includes urgent and routine)



# Access to care – specialty care



**Across all specialties in 2011 our members have been seen, *on average*, 5-7 days after the referral**

**About 1 in 4 are seen same or next day**

# Adding innovations: Furthering patient access to care – the way you want it

## Selected innovation examples

### TeleDermatology



Excellent  
response time

### pConsult



### Telemedicine Pilots



vConsult (Ortho, Spine)  
More to come

- Saves time
- Saves a visit
- Saves a copay
- Improves care

# Requested Items to Cover

- Wellness and disease management in delivery of care
- Programs for Kaiser Permanente employees
- Capacity to serve new clients
- **Union partnerships**
- Rate setting

# Our Labor Management Partnership

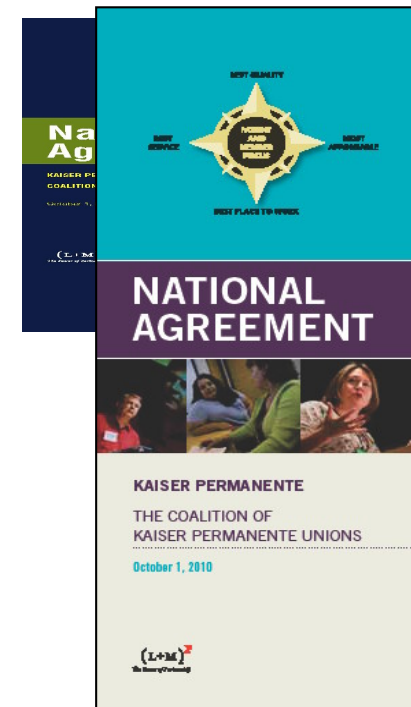
- Launched in 1997 to transform the relationship between KP and its unions
- Largest, most comprehensive partnership, covering 90,000 employees in 29 local unions
- Shared commitment to improve quality service, affordability and the workplace guided by the KP Value Compass
- Unit-based teams lead patient-centered change at the front lines.



# Founding principles of the Partnership

“Health care services and the institutions that provide them are undergoing rapid change. Now is the time to enter into a new way of doing business...to unite around our common purposes and work together to most effectively deliver high quality health care and prevail in our new, highly competitive environment.”

- Partnership Founding Agreement, 1997



**(L+M)<sup>P</sup>**

*The Power of Partnership*

**KAISER PERMANENTE. thrive**

# Distinctive workplace strategy

- Nation's only union health plan
- Frontline voice in goal setting, decision making, and ongoing performance improvement
- Employer of choice in health care, providing superior care in a high-performance workplace
- Employment and income security
- Enhanced career opportunities for union workers, with innovative educational trust funds

## Public recognition


- Kaiser Permanente's industry-leading use of collaborative communities to improve organizational performance is featured in the [\*Harvard Business Review\*](#).
- The article highlights Kaiser Permanente's [\*Labor Management Partnership\*](#) as a model collaborative community that fosters this kind of innovation, agility and efficiency. Kaiser Permanente's [\*unit-based teams\*](#) employ all of the key elements of collaborative communities, including a shared purpose, contribution and a strong infrastructure.
- The article authors, Paul Adler, Charles Hecksher and Laurence Prusak, use the Kaiser Permanente [\*Value Compass\*](#) to illustrate their point about the importance of defining and building a shared purpose. The Value Compass features the patient/member at the center of the compass, with four surrounding points: best quality, best service, most affordable and best place to work.

# LMP in action: Unit-based teams



**Unit-based team:** A natural work group of frontline workers, physicians and managers who solve problems and enhance quality for tangible results. UBTs work together to:

- Set goals
- Review and evaluate performance
- Identify and solve problems
- Contribute to decisions on budget, staffing and scheduling



**UBTs drive  
organizational  
performance**

# UBT success: Patient education & outreach

Woodlawn, MD, Internal Medicine team: Improving chronic care

## WHAT THEY DID:

- Developed exam room questions to determine diabetes patients' compliance with prescribed preventive drug regimen, including aspirin.
- identified patients with gaps and referred them to RNs for education.
- Phone and letter outreach to diabetic patients to see if they are taking prescribed drugs.

## RESULTS:

- Compliance more than doubled in 10 months, from 34.8% to 70.1%, for high-risk patients taking aspirin.



Dr. Nara Um, Woodlawn Medical Center

# Requested Items to Cover

- Wellness and disease management in delivery of care
  - Programs for Kaiser Permanente employees
  - Capacity to serve new clients
  - Union partnerships
- Rate setting

# Kaiser Permanente Rating Methodology

- The KP methodology used for calculating renewal rates for mid and large groups is prospective experience rating.
- The credibility applied to each group's claims experience is based on the average membership during the utilization period.
  - Avg. Membership > 1,000 = 100% credible
  - Avg. Membership < 1,000 = Blend of Manual Rate, Risk and Groups Claims
- Montgomery County Government and Montgomery County Public Schools are both 100% credible.
- Montgomery County College and WSSC use a combination of risk and claims.
- The pooling level, pooling charges and retention are also based on membership. The larger the enrollment, the lower the charge.
- The revenue requirement will vary by group based on the group's unique utilization and costs associated with rendered services and influenced by benefit design, offering conditions, demographics, and contract size.

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# Appendix

# Kaiser Permanente Recognition: Highest employer satisfaction



- **“Highest Employer Satisfaction among Fully Insured Commercial Health Plans”**
- **J.D. Power and Associates  
2011 Employer Health Insurance  
Plan Study<sup>SM</sup>**

Note: Kaiser Foundation Health Plan received the highest numerical score among fully insured commercial health plans in the proprietary J.D. Power and Associates 2011 Employer Health Insurance Plan Study<sup>SM</sup>. Study based on 7,024 employer responses measuring 6 plans. Proprietary study results are based on experiences and perceptions of employers surveyed in March–April 2011. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

# Kaiser Permanente Recognition: Time Magazine online

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### INSURANCE

## Why Are Customers of This Health Insurer So Happy?

By **MAGGIE MAHAR** | October 18, 2011 |

Kaiser Permanente's stand out performance in *Consumer Reports'* national rankings of some 830 insurance plans raises an obvious question: What makes Kaiser so different? In a word: collaboration

<http://moneyland.time.com/2011/10/18/why-are-customers-of-this-health-insurer-so-happy/>

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### INSURANCE

## Patients Prefer HMOs (And Other Healthcare Surprises)

By **MAGGIE MAHAR** | October 17, 2011 |

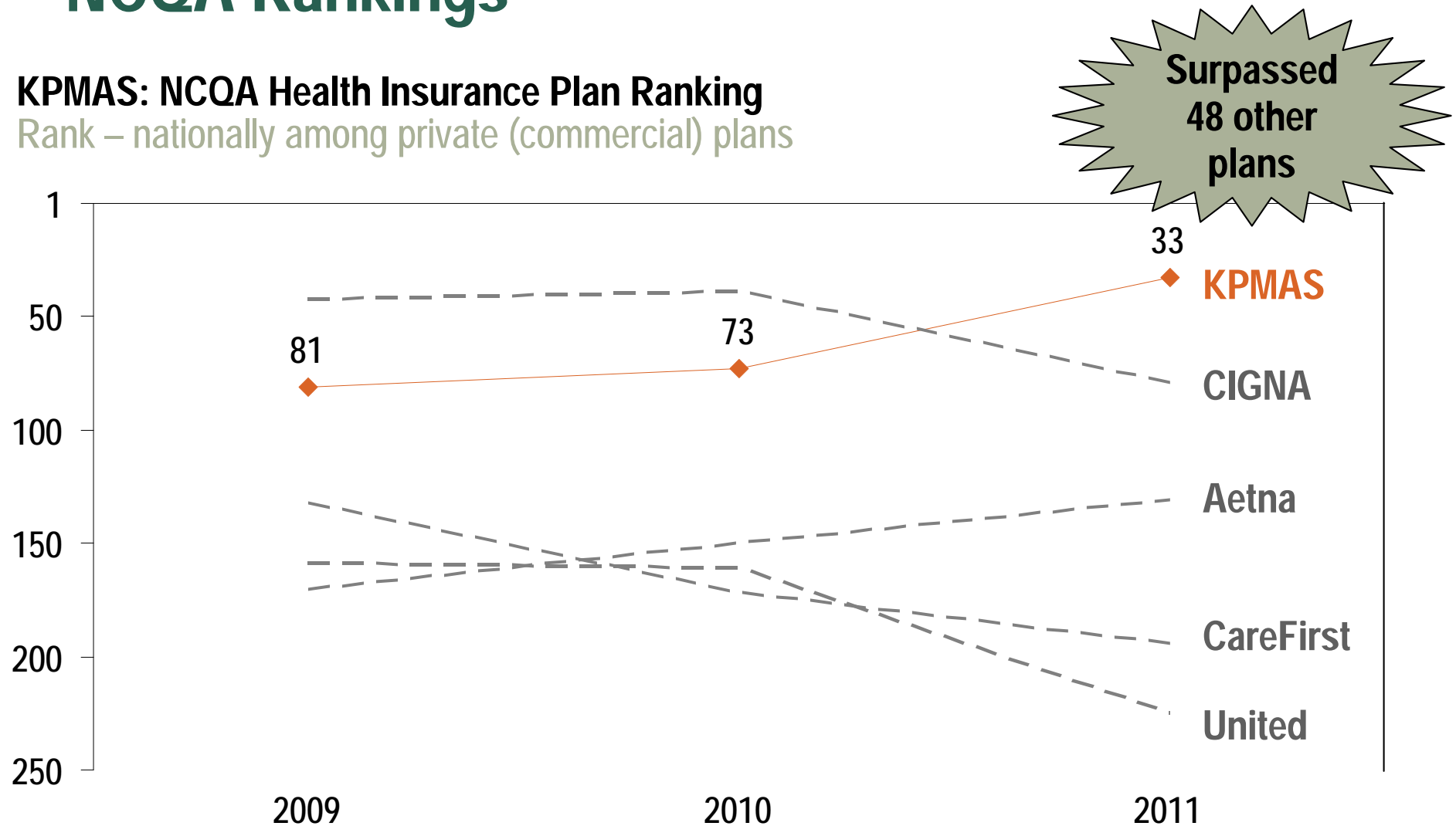
Are health insurance plans with big brand names better than smaller insurers that most people have never heard of? "Not usually," says Nancy Metcalf, senior program editor, at *Consumer Reports*. Unless that is, the plan's name is "Kaiser."

<http://moneyland.time.com/2011/10/17/health-insurance-surprises-smaller-is-often-better-and-patients-prefer-hmos/>

# Kaiser Permanente Recognition: NCQA Rankings

## KPMAS: NCQA Health Insurance Plan Ranking

Rank – nationally among private (commercial) plans



NOTE: NCQA (National Commission for Quality Assurance) plan rankings based on Consumer Satisfaction, Prevention, and Treatment metrics.

# Kaiser Permanente Recognition: HEDIS Effectiveness of Care metrics

## 48 items measured

- Immunizations
- Condition management
- Screenings
- And more

## Kaiser Permanente rank by State

				4 <sup>th</sup>	5 <sup>th</sup>
DC	48	0	0		
MD	18	13	12	3	2
VA	29	6	8	5	

**All 48 metrics ranked 5<sup>th</sup> or better in each State**

**7 of 48 metrics not only local “gold,” but top 10 nationally**

SOURCE: HEDIS 2011 Commercial EOC Top Performance; includes all non-PPO plans

# Kaiser Permanente Recognition: Maryland Healthcare Commission

**Health Plan Quality Summary – Count of measures *above* MD State Average**  
HMO and HMO/POS Plans only: 22 total measures across 4 Performance Categories  
(Primary Care, Chronic Care, Behavioral Health Care, Member Satisfaction)

